Status of GCSS-Army SPR Module

The Challenge…

- LTG McDuffie's visit to CASCOM. Challenged LOG Community to build a web application.
- *"field a web-based, shared data environment providing seamless, interoperable, real-time logistics… by FY 2004..."*

  Source: DRID #54 dated 23 Mar 2000.

- WEB Based. Developed to operate over a TCP/IP network (Internet; SIPRNet; NIPRNet) using the World Wide Web family of protocols, including HTTP.

  Source: GCSS Strategic Plan

- Army's working definition of WEB Based: Taking advantage of WEB Technology

  …to improve support to the Warfighter.

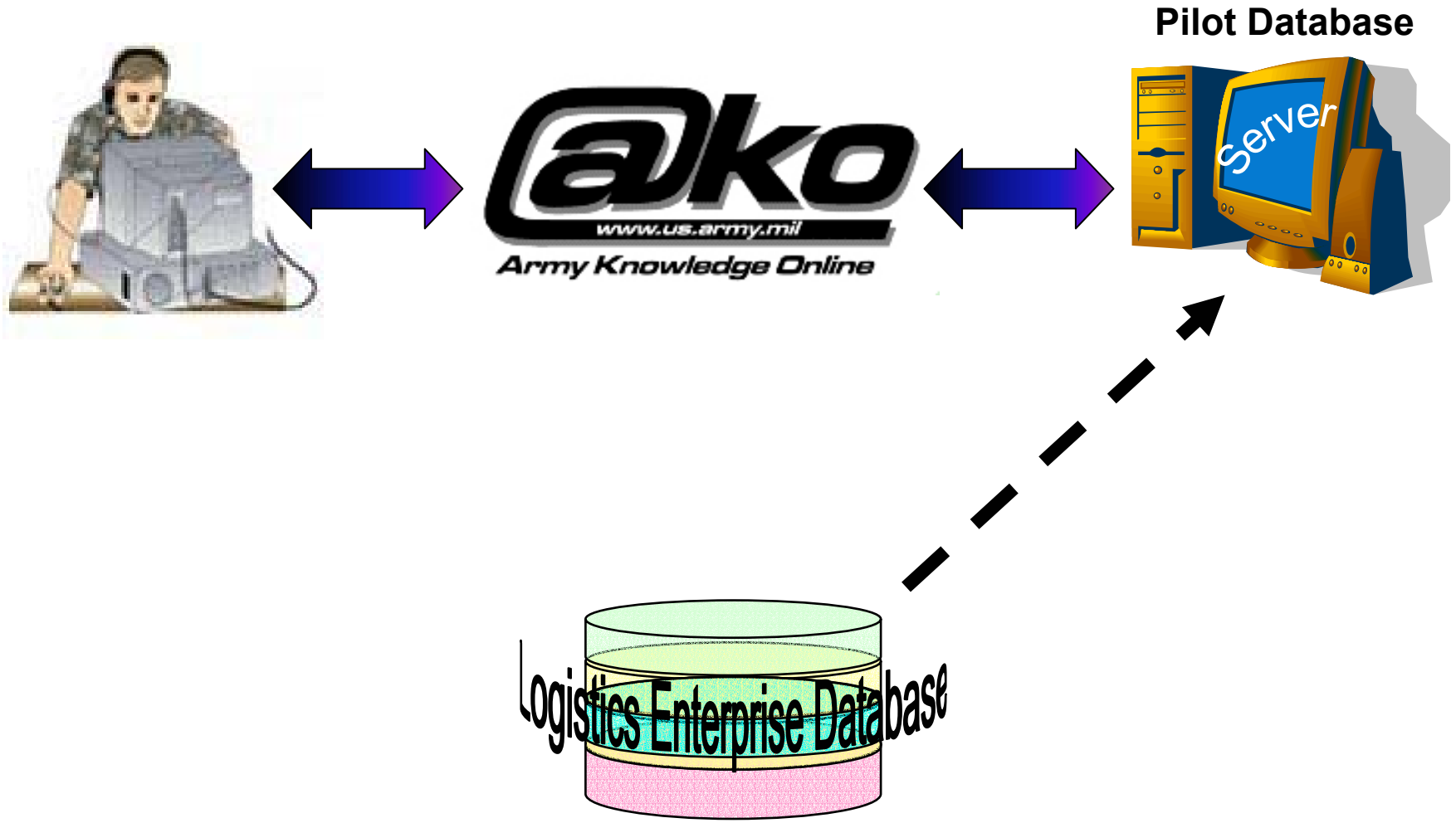
  Source: CASCOM, ISD

The Development Approach…

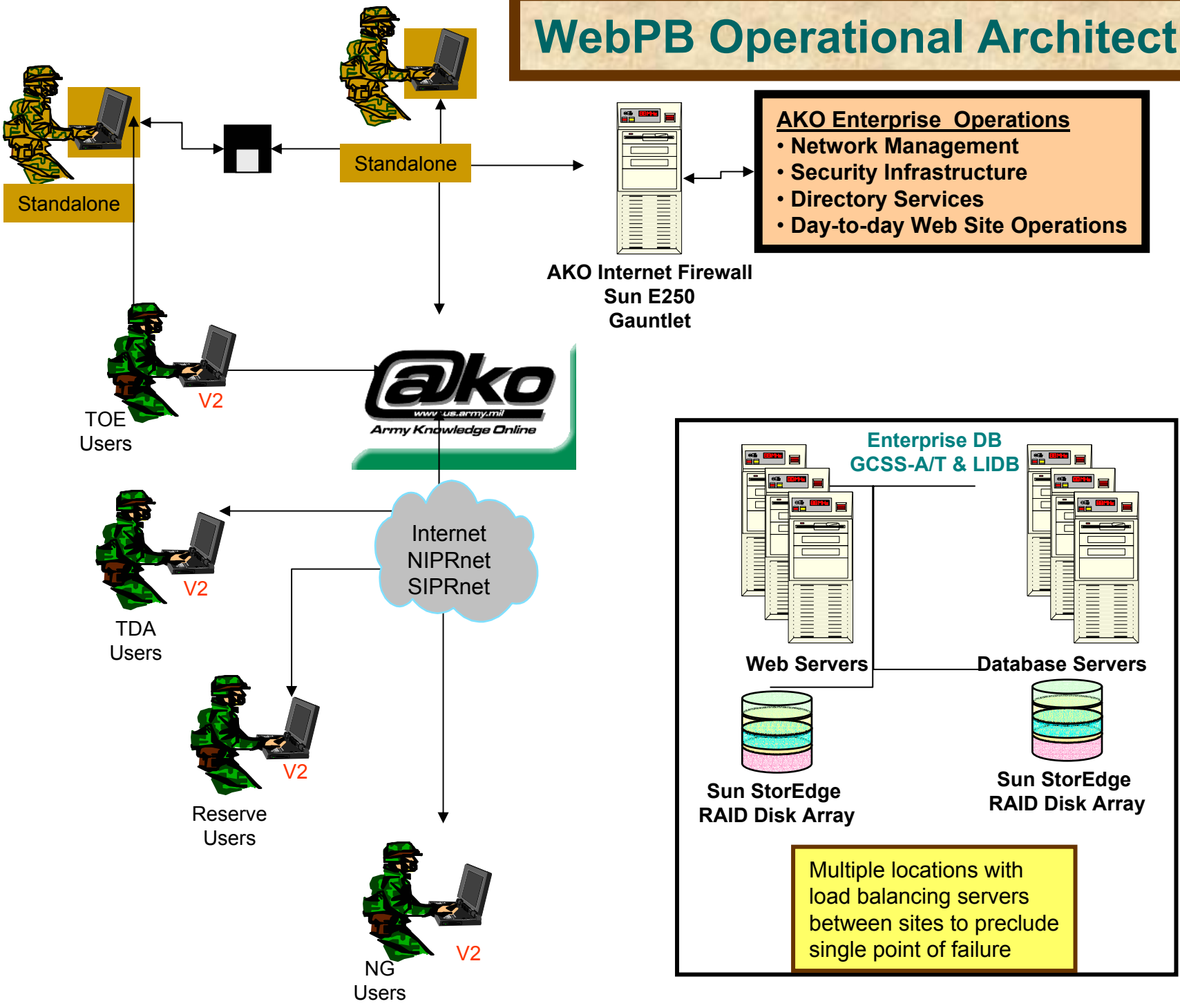
- Web-based Property Book application
  - Logon through the Army Knowledge Online Portal
  - Use a real web application.

- Rapid Application Development Approach.
  - CASCOM & LOGSA provided functional guidance.
  - PM provided the technical team.

Basic Architecture



WebPB Operational Architecture



DA GUIDANCE (Mar 1998)

- Deploy GCSS-Army on a Regional Basis, to ***The Army***, *considering* the following:
  - Field the test units first.
  - Field Regionally around Active Component Installations and Theaters.
  - Field Corps/Theater Automated Service Center-Phase II(CTASC-II) system groups together.
  - Fully utilize Regional Training Sites (RTS) to maximize total Army Integration.
  - Include TRADOC schools up front.

Scope Build 2 WEB PB Deployment

- Build 2: SPBS-R Tactical Users only.
  - **Projected 3,700 v2 systems worldwide.** *
  - Estimated 7,400 operators to train. (2 operators per system)
  - AMEDPAS (6 FORSCOM units)

Total Program's Computer Count @

SPR Module *	22,323
MGT Module	2,707
MNT Module	33,664
SSA Module	3,327
AMMO Module	992
TOTAL Computers	**63,013**

* Based on Supply Property BOIP. Due DA DCSLOG approval 3rd Quarter FY01.
@ Based on the Operational Requirement determined by the Combat Developer.

GCSS-Army Minimum Hardware Requirements

FEATURES	GCSS-Army DESKTOP	GCSS-Army Notebook
CPU	**Pentium II/III 500MHZ**	**Pentium II/III 500MHZ**
RAM	**192MB**	**192MB**
Cache	L2 > 256K	L2 > 256K
HDD	**> 13 GB**	**> 10 GB**
Floppy Drive	**LS-120 HD floppy**	**LS-120 HD floppy**
CD or DVD	**DVD-ROM**	**DVD-ROM**
Network Connectivity	10/100BaseTX w/RJ-45	10/100BaseTX w/RJ-45 (internal or PC card)
Modem	**56K v.90 data modem (internal)**	**56K v.90 data modem (internal or PC card)**
PCMCIA	2x type II slots	2x CardBus slots
Comm. Ports	**1 parallel, 2 serial, 1USB**	**1 parallel, 1 serial, 1USB**
Multimedia Support	stereo sound card w/speakers, MPEG decoder for DVD	stereo sound w/speakers, MPEG decoder for DVD
Video	SVGA w/ > 4MB video RAM	SVGA w/ > 4MB video RAM
Monitor	**17in color display (garrison only), 15in (tactical units)**	**> 14in color, active matrix display**
Keyboard	QWERTY	QWERTY
Pointing Device	2-button mouse	integrated pointing device w/external mouse
Power Supply	**100-240VAC 50/60Hz, auto-switching/ auto-sensing**	**100-240VAC 50/60Hz, auto-switching/ auto-sensing**
Battery	**N/A**	**1 battery**
Transit Case	**For Tactical Units Only**	**Yes, in garrison operations where required**
MISC.		add: port replicator, 17in color monitor, external keyboard

GCSS-Army SPR BOIP ZLINs

SYS-DESC: GCSS-ARMY SPR SINGLE SYSTEM, V1

- **ZLIN: Z39509**
- **GEN-NOMEN: COMPUTER SYSTEM DIGITAL: AN/TYQ-109(V)1**
- **BOIP-NO: N005AA**

SYS-DESC: GCSS-ARMY SPR DUAL SYSTEM, V2

- **ZLIN: Z39441**
- **GEN-NOMEN: COMPUTER SYSTEM DIGITAL: AN/TYQ-109(V)2**
- **BOIP-NO: N006AA**

SYS-DESC: GCSS-ARMY SPR MULTI USER, V3

- **ZLIN: Z39577**
- **GEN-NOMEN: COMPUTER SYSTEM DIGITAL: AN/TYQ-109(V)3**
- **BOIP-NO: N007AA**

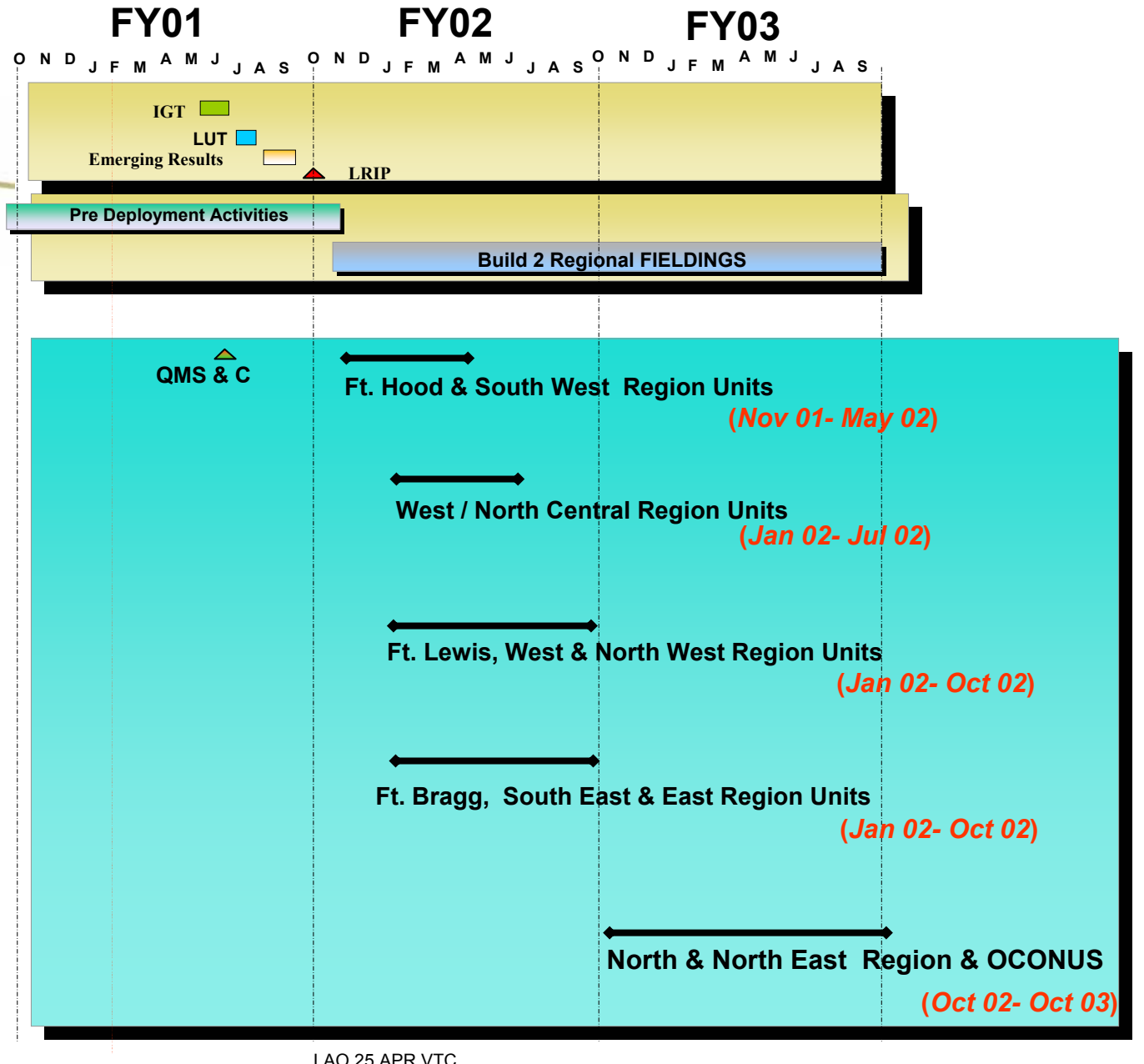
GCSS-Army Regional Fielding Schedule

BUILD 2 SPBS-R Replacement

BUILD 2

WEB PB

Replaces *SPBS-R*



NET Training Plan
Assumptions for BUILD 2 Training

- **Train Regionally utilizing available RTS-M classrooms where possible.**
  - Obtain usage agreements from ARNG & USARC, owners of the RTS-M.
- **Number of Students to be Trained**
  - The number of students for the WEB PB are based on two persons per SPBS-R system replaced. Using a notional division property book structure each WO and NCO per team will be trained.
- **Number of classes required per region will be determined by Student density**
  - As student densities vary or dwindle classrooms & Training teams will be relocated to other areas.
  - Each training team consist of 3 Instructors. Instructors will be subject matter experts and certified in the skill being trained. One of the instructors will be more technical and geared toward data conversion.
- **Train 20 Students Per Class**
  - It is estimated that there will be 20 students trained during each training cycle.
- **Training Cycles (under development)**
  - A Training Cycle or course length runs a total of 5 days. During a training cycle there will be 4-5 days of training critical operator tasks and comprehensive examination to ensure training objectives were met. Data Conversion will take place in parallel during training and will be validated by the PBO and Team Leaders.
- **2 Cycles a Month (under development)**
  - There will be two training cycles a month. There will be no more then 22 training cycles given per year. We calculate 20 students per class x 22 cycles per year or 440 students trained and converted per class per year. To accelerate these outputs would require more classrooms in operation concurrently.
- **Training Instructor & Key Personnel (IKPT)**
  - Our training team instructors and IKP personnel from the various TRADOC schools will be given NET at Ft Lee or on-site as required. Only NET training materials and a training Database will be provided.
- **TDY Cost**
  - A training UFR for TDY has been submitted. Assumed that ARNG & USAR will pay for TDY to RTS-M sites.

Who will receive WEB PB training

Each PBO Team will rotate training, the WO and then NCO…

2 per SPBS-R system

Data Conversion will take place at the end of the class

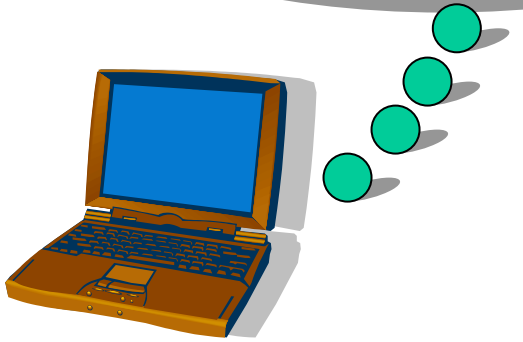
PBO (Senior Warrant Officer)
PBO's NCO

Asset Visibility Team Leader

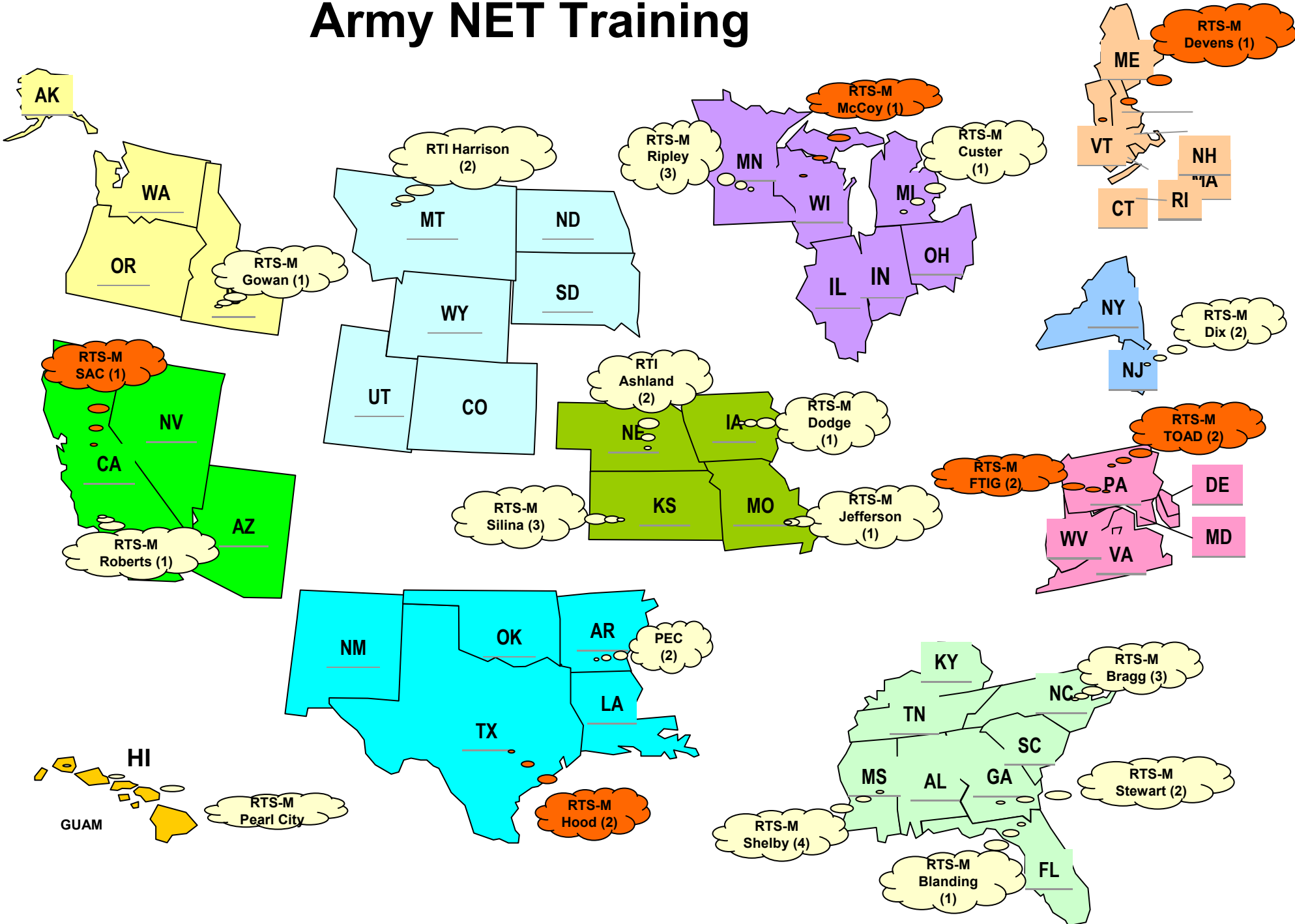
Brigade/Group Property Book Teams
(WO & NCO**)**

Property Book Officers
Within the RSC

(WO & NCO**)**



Available RTS-M Training Facilities for GCSS-Army NET Training



GCSS-Army Customer Assistance Support Strategy

- Closely Coupled with our Fielding Strategy
- Centralized Configuration Management, Network and System Administration Support and a Knowledge Base.
- Decentralized Regional Customer Assistance forward.
- Life cycle support provided IAW AR 73-1.
- A Three Level Customer Support Strategy
  - *Local Level*
    - CSSAMO/Div Affiliated
    - Functional Emphasis with Limited Technical Support
    - First line of customer support
  - *RASC Level*
    - Responsible for Regional Automation Support
    - Balanced Functional and Technical Support; **Partner with STAMIS LAR**
    - Documented Faults
  - *National Level (CAO-Ft Lee)*
    - Overall System Management; Knowledge Data Base; Config. Mgt.

Regional Support Center (RSC)

DA Guidance: Minimize Disruptions to AC and RC user base during fieldings.

How PM will minimize Disruptions.

•Provide a uniform & dependable customer support network!

•Decentralize CAO by providing in time-zone forward deployed regional limited Help Desks.

•Establish a responsive a Customer Assistance Support System that provides:

-Forward placed SMEs in regional RASCs.
-Single 1-800/DSN telephonic access.
-WEB access to document problems and retrieve statuses.
-Email access to Help Desk support.
-Documented Knowledge Base for all HW, SW, and training problems.
-Access to the problem Knowledge DataBase to CSSAMO and other system maintainers.

RASC Concept

Customer Assistance Office:

24x7x365 On-Call Virtual Operations

- Software/Hardware24x7x365 operations
- HW/SW & Trng. Support
- Programming Support
- Knowledge Database
- Metrics
- Decision Support Tool

Regional Area Support Center :

Extended Coverage Support
24x7x365 Help Desk support
In Time zone CAO
Automated Troubleshooting
SME
HW,SW & Trng assistance
On-Line Knowledge Base

CSS Automation Office

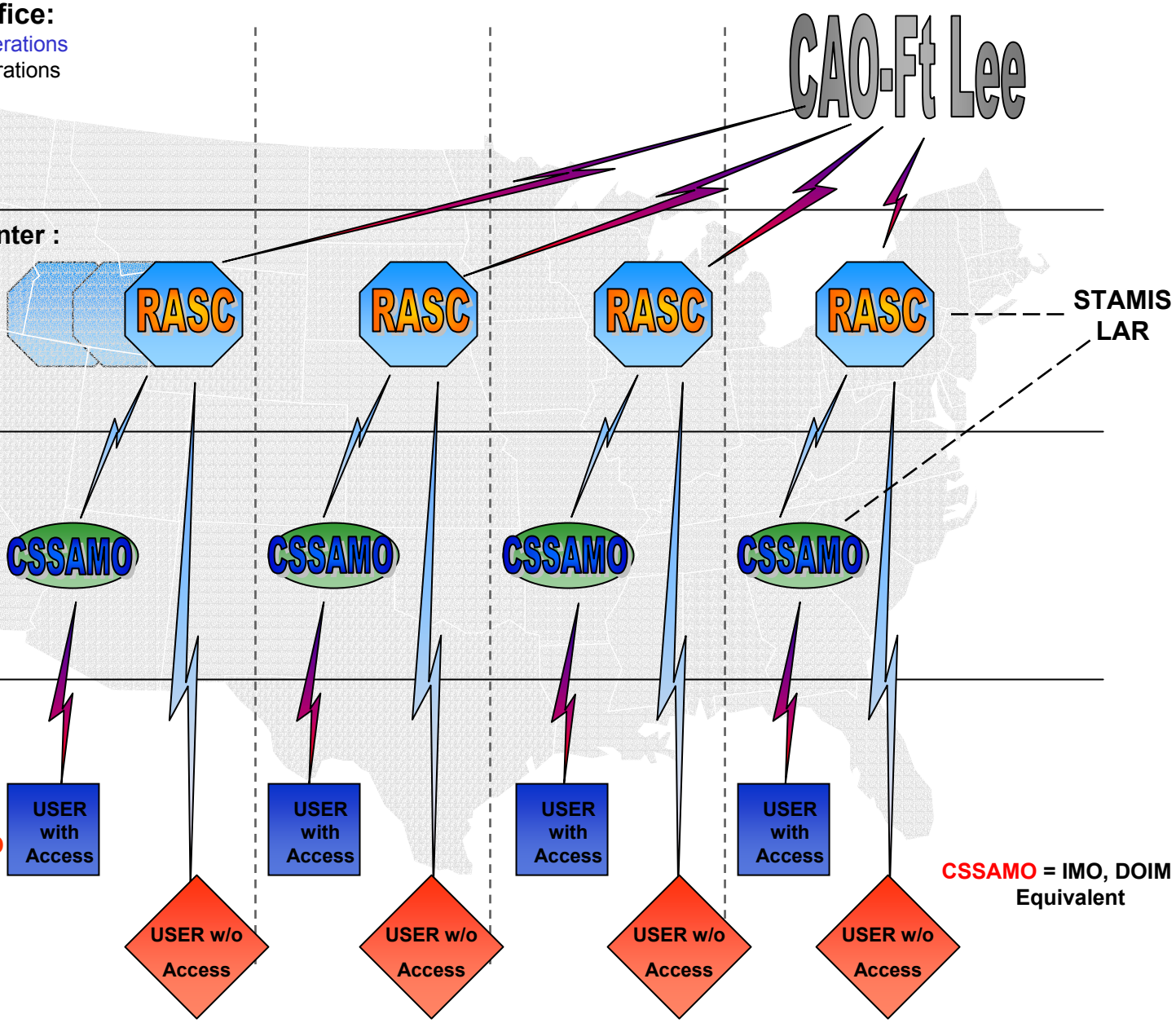
Direct Access RASC
, Reference Guides
On-Line Help File, WEB Access,
1-800 & DSN Access
On-line Users Manual
SCX exchange
Warranty Provider
FRA

USER w/available CSSAMO

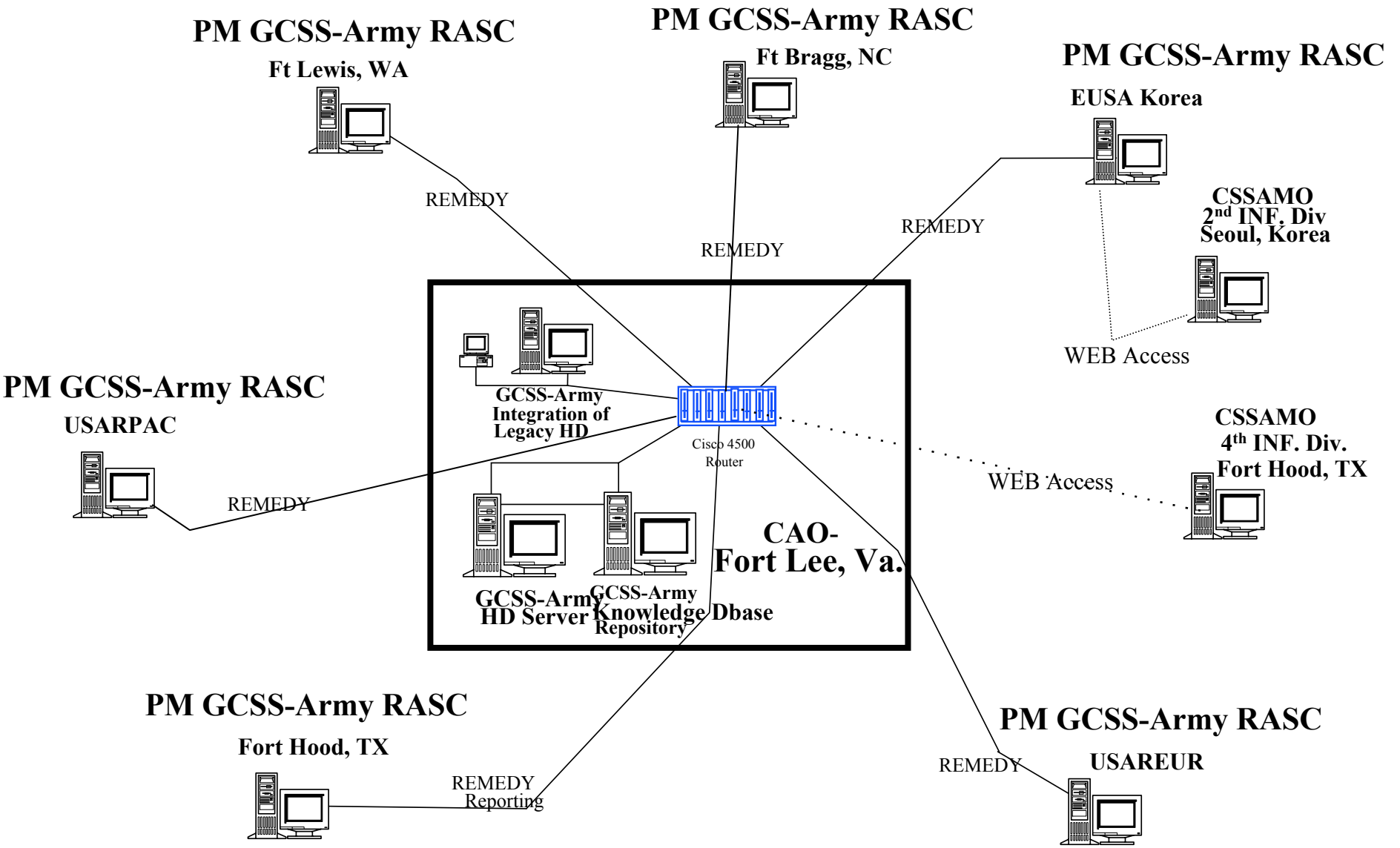
CSSAMO Support Dependent
On-line Users Manual, Reference Guide, On-line Help File
PERFORMANCE SUPPORT

USER w/o available CSSAMO

Direct Access RASC
Users Manual, Reference Guide
On-line Help Files, 1-800 & DSN
PERFORMANCE SUPPORT



The GCSS-Army Customer Assistance Network



GCSS-Army RASC Concept Assumptions

Stationing & Manning :

- There will be 6 RASCs through CONUS & OCONUS.
- Each RASC will have both functional and technical SMEs.
  - 2 functional SMEs & 1 technical SME (notional)
- The Customer Assistance Support System will provide 24x7x365 coverage
- The RASC Help Desks will provide Levels 1, and 2 support.
  - •Level 1 is basic & standard customer guidance.
  - •Level 2 is specific system functional & technical assistance.
- Legacy CAO will also transition into the GCSS-Army CAO system.
  - We will continue to provide customer support throughout the remaining life of each Legacy system.
- Partnering with existing OCONUS support elements will be done to the greatest extent possible.

A Reminder

"**GCSS-Army** is the **largest** and **most complex** Information Technology Program in **The Army**."

LTG Campbell, Former DISC4
October 1999

Subsequent to any further questions…

Zack Williams
Log Automation Office
DSN 235-1126
COML (706) 706-1126